

Welcome to

Ask DDS Day 2018



GEORGIA DEPARTMENT OF DRIVER SERVICES

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MVR, More Than Just Points!

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TOPICS

▶ Bulk MVR Program

- Overview
- New Rules
- Statistics

▶ Changes Implemented January 1, 2018

▶ How to Interpret MVRs

▶ Audits

Bulk MVR Program

- ▶ **DDS and Georgia Technology Authority (GTA) partner to allow access to MVRs in bulk by request from authorized organizations**
- ▶ **Secure, limited access**
- ▶ **Authorized entities only**
 - Bulk User
 - Bulk Requestor
- ▶ **Certification process**

Bulk MVR Program

- ▶ Federal and State law limit access to information contained on driving histories. Such information may be:
 - Name and Address
 - Driver license/identification card number
 - Medical/disability information
 - Cancelled/Suspended/Revoked privileges and reason for that action
 - Out of State Records
 - Court Conviction for traffic offenses

Bulk MVR Program

- ▶ The Bulk MVR Program allows companies to obtain MVRs for authorized purposes only:
 - Fitness for employment
 - Credit
 - Insurance
 - Limited rating information
 - Car rental customers seeking access to driving records for any other purpose must submit a written request for such records by mail or in person

Bulk MVR Program (Security)

Network Layer

- Firewalls
- Encryption
- Network Segmentation
- Intrusion Protection Devices
- Content Filtering
- VPN access for all external sources

User Layer

- Security Awareness Training
- Background Checks
- Least privilege access to all systems
- Multi-factor Authentication
- Policy Reviews

Application Layer

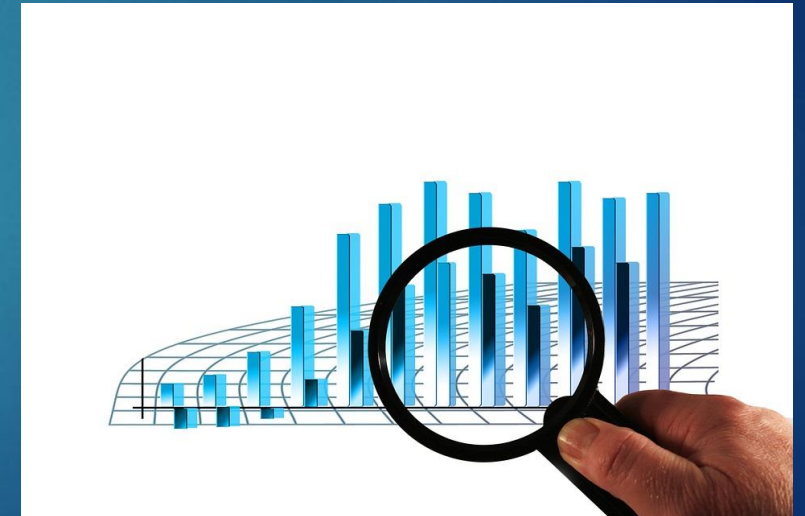
- Advanced Security Threat for email
- At-Rest Encryption
- Strong Password Rules
- Anti-Virus Protection
- Vendor managed security/system patches

New Rules

- ▶ Multi-divisional effort at DDS to document, improve, and standardize the Bulk MVR process to ensure secure sharing of information with authorized users
- ▶ Strengthened auditing
- ▶ More communication with users
- ▶ Limited information available based on users
- ▶ Clarified sanctions for audit findings
- ▶ Updated certification process

Bulk MVR Statistics

- ▶ **Billable Certified Users = 1,569**
 - Non Governmental Businesses
- ▶ **Non-Billable Certified Users = 3,204**
 - Governmental and State Agencies
- ▶ **DDS maintains 4,773 Users Certifications**



Changes Implemented 01/01/2018

- ▶ New Application Packet on the Web www.dds.Georgia.gov
- ▶ New Security Affirmation Form and Requirements
 - Must certify individual and company's compliance with all security policies and standards
 - Document must be notarized
- ▶ New DDS Website enhancements
 - Quick links and user friendly buttons, Updated checklist and general information

Changes Implemented 01/01/2018 cont'd

▶ **New Annual Minimums**

- Bulk MVR Companies must request a minimum of 50 MVR's per year.
- Monthly volumes will be systematically verified

▶ **New Audit Process**

- Annual audits will be conducted for security and compliance
- Audit non-compliance findings may cause loss of certification

How to Interpret MVR's

- ▶ 1 – All major documents issued by GA DDS are listed in this section
- ▶ 2 – Restrictions and Endorsements
- ▶ 3 – Georgia Driving Privileges
- ▶ 4 – Violations

Motor Vehicle Report

MVR Search Results as of X/XX/2003 4:14:04 PM

Sample, Ima Georgia
1800 Any Street
Any Town, Ga. 30000-XXXX

D.O.B: XXXXX/1986
License Number: 010101010
Gender: Male

Documents Issued

License Class: C Expires: 4/21/2005	Type: Regular Restrictions: None
License Class: AM Expires: 1/12/2005	Type: Commercial Restrictions: Right Outside Mirror, Left Outside Mirror, Georgia Only, Bus-Class B or C Endorsements: Double/triple Trail, Passenger, Tanker
License Class: MP Expires: 10/14/2003	Type: Regular Restrictions: Daylight Only, No Expressways, No Passengers

Non-Commercial Privilege: Valid
Commercial Privilege: Not Licensed
Limited Permit: NA
Current Points: 00
Original Issue Date: 01/05/2001

Driver History
Years Requested: 7

Citation(s)

1 Description: Driving While License Withdrawn Violation Date: 07/17/2001 Accident Involved: No Commercial Offense: Unknown Hazardous Material: Unknown Court: GA057011J - Municipal Court - Rome	Disposition Date: 08/23/2001 Disposition: Convicted Points: 00 Jurisdiction: Ga
2 Description: Speeding (070/055) Violation Date: 02/22/2001 Accident Involved: No Commercial Offense: Unknown Hazardous Material: Unknown Court: GA054013Z - Gordon County Probate Court	Disposition Date: 03/26/2001 Disposition: Convicted Points: 02 Jurisdiction: Ga

Callouts:

- 1: All major documents issued by the GA DDS are listed in this section.
- 2: Restrictions and Endorsements have complete descriptions.
- 3: Driving Privileges for Georgia are detailed for Regular and Commercial Licenses. Any Limited Permits are also listed.
- 4: Violation Descriptions for Georgia Citations are Georgia Legal Code descriptions. Out of state.

How to Interpret MVR's cont.

► 5 – Withdrawals and suspensions



5

Withdrawal descriptions for Georgia Licenses: withdrawals are Georgia suspension descriptions. Out of state withdrawals are ACD descriptions.

Withdrawal(s)

- | Withdrawal(s) | |
|--|---|
| 1 Description: Driving With Suspended Or Revoked License
Withdrawal Type: Suspension
Withdrawal Extent: ALL
Jurisdiction: GA
Served Date: 08/23/2001
Served Type: Court | Violation Date: 07/17/2001
Effective Date: 08/23/2001
Withdrawal Expire Date: 02/23/2002
Reinstatement Date: |
| 2 Description: Points Suspension, First
Withdrawal Type: Suspension
Withdrawal Extent: ALL
Jurisdiction: GA
Served Date: 07/15/2001
Served Type: Court | Violation Date: 02/22/2001
Effective Date: 07/07/2001
Withdrawal Expire Date: 07/07/2002
Reinstatement Date: |

Audits

- ▶ **The Department is authorized to inspect and investigate Bulk MVR Users/Requestors**
- ▶ **Purpose of the Audit:**
 - To ensure that confidentiality of the customer's record is being maintained
 - To ensure that only authorized individuals with their Department assigned login credentials are accessing customer's records
 - To determine compliance of the Department's rules and regulations
- ▶ **Bulk Users/Requestors shall agree to accommodate the Auditor(s) for an inspection, review or audit on one business day's notice and to allow on-site audits during regular business hours**
- ▶ **Customer's MVR records and Bulk MVR Log should be kept in secure file storage for 4 years before secure destruction**
- ▶ **Electronic files shall be at minimum, be password protected**

Audits

What to expect

- ▶ **A review of the Bulk MVR log (which should contain the following)**
 - Name as it appears on the driver's license
 - Date of birth
 - Driver's license number
 - Date of request
 - Number of years requested
 - Name of user making the request

- ▶ **A review of the signed authorizations for MVR requests (which should contain the following)**
 - Name as it appears on the driver's license
 - Date of birth
 - Driver's license number
 - Number of years requested
 - Customer's signature

- ▶ **A review of the certification notice sent to you by the Department**

Audits

- ▶ An Audit Report will be completed and reviewed
- ▶ The Audit Report will be signed by the Auditor and the Company Representative

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Questions



Thank You!

